Financial Services Training Guide

PeopleSoft (9.1): DIY Enquiries
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1 Accounts payable enquiries

1.1. Search for a vendor
   a) From the Main Menu, click Vendors.
   b) Click Vendor Information.
   c) Click Add/Update.
   d) Click Vendor.
   e) In the VAT Registration ID: field enter the Vendor’s ABN Number or in the Name 1: field change the drop down menu to contains instead of begins with and enter the name of the vendor.

   ![Vendor information screenshot]

   f) Click Search. Results will be displayed.
NOTE: Refer to the tabs for further vendor information.

- **Summary**: displays Vendor ID, Vendor Name, default address, Status of vendor, when the vendor was created and if the vendor is Open for Ordering (so electronic purchase orders can be processed).
- **Identifying Information**: displays the (ABN) VAT Registration ID by clicking on the Registration hyperlink.
- **Address**: displays Address, Email and Phone details (multiple can be added).
- **Contacts**: displays contact information.
- **Location**: displays the defaulted payment method (as indicated by the Default box being ticket, refer to the print screen below). If the Location: is EFT, the payment will be made by electronic funds transfer (EFT). If it is a number (eg.1) a cheque will be sent to the address as listed on the Address tab.
  - To view bank details, ensure you are on the Location: EFT.
    - Click the Payables hyperlink and expand the header Vendor Bank Account Options to display the vendor’s bank details (BSB and Account Number). Expand the header Payment Notification to display the email address the remittance is to be sent to if payment method is EFT.
    - To view a vendors payment terms, click the Procurement hyperlink and expand the header Additional Procurement Options and refer to Payment Terms ID. (UWA terms are 30 days from date of invoice).
- **Custom**: Displays the Business Unit number that requested the vendor to be created.

If vendor information is not retrieved after searching a Create/Amend Vendor form will need to be completed and submitted to Financial Services to action. This can be forwarded through internal mail, in person or by raising an incident/Ask a Question by using askUWA [http://staff.ask.uwa.edu.au/app/ask/list](http://staff.ask.uwa.edu.au/app/ask/list).

Please note when creating a new vendor the following is to accompany the Create/Amend Vendor form:

- EFT Details form to pay the vendor directly to their bank account. This is to be completed by the vendor or as an alternate if you already have an invoice or correspondence on Company letterhead from the vendor stating their bank details this can be sent instead of the form.

If a Vendor is inactive, confirm all details are correct and raise an incident/ask a question to Client Services by using askUWA [http://staff.ask.uwa.edu.au/app/ask/list](http://staff.ask.uwa.edu.au/app/ask/list) requesting the Vendor be activated. Attach a copy of the paperwork from the Vendor (email/letter/invoice etc.), EFT Details form (if bank details aren’t included on their invoice or listed within PeopleSoft) and the ABN look-up so the details can be confirmed.
1.2. Search for an invoice and has an invoice been paid

a) From the Main Menu, click Accounts Payable.

b) Click Vouchers.

c) Click Add/Update.

d) Click Regular Entry.

e) Click on the tab Find an Existing Value (current tab is highlighted in blue).

f) In the Business Unit: field confirm or enter business unit number.

g) In the Invoice Number: field enter invoice number in full (or as an alternate, complete the Voucher ID: or Vendor ID: fields if known). If searching for an N Form, enter the N Form number in full, eg. N021453.

h) In the Voucher Style field click on the drop down box where Regular Voucher is displayed and select the blank field.

i) Click Search. Results will be displayed.

From the results displayed, refer to the 3 tabs: Summary, Invoice Information and Payments.

- **Summary**: displays invoice information (date, number, amount), vendor information, when the invoice was processed in PeopleSoft (refer to Created: date). Payment terms are also displayed, refer Pay Terms:.

- **Invoice Information**: attachments (invoice authorisation, invoice, N Form and supporting documentation etc.) can be viewed by clicking on the Attachments hyperlink. Invoice details are listed under the header Invoice Lines with Account Code and Project Grant information displayed under the header Distribution Lines and the tab GL Chart.

- **Payments**: Refer to the Scheduled Due: field under the header Payment Information for the date the invoice is due to be paid as per the payment terms from the invoice date. Refer to the Method: field under the header Payment Options as to how this vendor is to be paid (EFT, WIR or Check).
If forwarding instructions are requested on an Invoice Authorisation or N Form (cheque to be returned to business unit, call when cheque is available etc.) the message will be displayed in the Message: field under the header Payment Options. Also under Payment Options is the field Handling: this must be IN (internal), if Handling: is NH (no handling) with a message the cheque has been mailed directly from Westpac to the vendors address.

If the invoice has been paid refer to the Payment Date: and Reference: fields under the header Scheduled Payment.

NOTE: When are payments made? Domestic Invoices are paid weekly on a Thursday by EFT (electronic funds transfer) and cheques are paid fortnightly. Foreign invoices are paid weekly on a Wednesday by telegraphic transfer and bank draft (cheque).

Payment method of WIRE (WIR) is cheque. Payment method of EFT is electronic funds transfer. For foreign invoices payment method of Check (CHK or System Check) is bank draft. If the payment method is Check with a message of TELEGRAPHIC TRANSFER it is a foreign payment paid to the vendor’s bank account by Telegraphic Transfer, if no message a bank draft was issued.
1.3. Alternate search for invoices and payments

a) From the Main Menu, click Accounts Payable.
b) Click Review Accounts Payable Info.
c) Click Vouchers.
d) Click Voucher.

By invoice number:
   a) In the From Business Unit and To Business Unit fields confirm or enter business unit number.
   b) In the From Invoice Id and To Invoice Id fields enter the invoice or N Form number (eg. N021453).
   c) Click Search. Results will be displayed.

By vendor ID:
   a) In the From Business Unit and To Business Unit fields confirm or enter business unit number.
   b) In the From Vendor ID and To Vendor ID fields enter Vendor ID number (refer to 1.1 Search for a vendor).
   c) Click Search. Results will be displayed.

NOTE: If fields are highlighted in red, incorrect details have been entered. Please also notice the Max Rows field next to the Search button as it is defaulted to 300, this can be changed to display more results if required.

Alternate search options:
- Voucher ID - Specific search for a voucher only (all invoices are assigned a Voucher ID)
- Vendor Name 1 - Search for the Vendor by clicking on the magnifying glass
- Invoice Date - Narrow the search by entering in a date in the Invoice Date field
- Amount - Enter Amount Rule from the dropdown menu, e.g. Equal to. Enter amount value in the Amount field and enter Currency type in the Currency field.
Search results displayed:

**TIP:** From the search results, click on the column headers to display the results in ascending or descending order. Other columns can also be sorted and personalised.

The download icon indicates it is possible to download the information into Microsoft Excel format.

To view Accounting Entries, click on the Acctg Entries icon.

To view the invoice authorisation/invoice and related paperwork sent to Financial Services, click on the Attachment Det icon.

**Payment Information**

To view the payment information click on the Payment Information icon to display the payment details (Payment Reference ID is the cheque number or EFT reference number).

**NOTE:** If there is no icon in the Payment Information column, there will be an icon in the Scheduled Payments column. Click on the Scheduled Payments icon to display the scheduled payment date. This displays the total amount paid to the vendor (Payment Amount) and the Payment Date. The Voucher Paid Amount and the Gross Invoice Amount is the total of the invoice searched. For further information, click on the Payment Reference ID hyperlink.

The Payment Inquiry screen is now displayed. Click on the Payment Reference ID hyperlink.

Vouchers for a Payment screen now displays all invoices paid to the vendor against the Payment Reference ID.
1.4. Searching by payment reference number

a) From the Main Menu, click Accounts Payable.
b) Click Review Accounts Payable Info.
c) Click Payments.
d) Click Payment.
e) Enter Payment Reference ID in the Reference field (either EFT reference or cheque number). The EFT reference displays on a vendors bank statement with UWA at the end of the numbers. Tip: Cheque numbers start with 0 and EFT references start with 00 (if the vendor has given you the reference off their statement, UWA is not required to be entered).
f) Click Search. Results will be displayed.
g) From the results displayed, click on the Payment Reference ID hyperlink.
The Vouchers For a Payment screen is now displayed which lists the payment information (Vendor Name and Address, Payment Date, total amount paid and Payment Method). This also lists all invoices paid to the vendor against the Payment Reference ID, under the Details header.

![Vouchers For a Payment screen](image)

**NOTE:** When a domestic EFT payment is made, the remittance advice is emailed to the supplier.
If a vendor has not received a remittance advice confirm the remittance Email ID within the Vendor’s Information (refer 1.1 Search for a vendor). If this is incorrect raise an incident/Ask a Question to Client Services by using askUWA advising the Vendor ID and correct Email ID.
Copies of remittances can be requested by contacting Client Services.

**TIP:** The Vouchers For a Payment information is the exact information detailed on a remittance advice. If a supplier is requesting a list of invoices associated with a specific payment in Excel format the information can be exported by clicking the download icon 📊.
1.5. Has a cheque been presented?
   a) Retrieve cheque payment details (Refer 1.2 Has an invoice been paid?).
   b) From the Main Menu, click UWA Inquiry.
   c) Click Cheque Presented.
   d) Within the Search by: field, click on the drop down menu and select Reference Code.
   e) In the begins with field enter the cheque number (Payment Reference ID).
      Tip: Cheque numbers start with 0
   f) Click Search. Results will be displayed if the cheque has been presented. From the results, the Bank Date is the date the cheque was presented at the bank. If no results are displayed the cheque has not been presented.

1.6. How to cancel a cheque and re-issue?

Once confirmed the cheque has not been presented, raise an incident/Ask a Question to Client Services by using askUWA and advise details (include cheque number and voucher details) of the cheque to be cancelled and action to be taken (eg. payment to be re-issued direct to the vendors bank account, include the EFT Details form if we do not have the bank details already or advise if it’s to be cancelled only).

This request is then given to Data Management to action. Allow a week for processing as confirmation from Westpac that the cheque has been cancelled is required before the payment can be re-issued.

NOTE: A cheque will not be cancelled and re-issued within 3 weeks of date of issue.
2 Accounts receivable enquiries

2.1. Search for a customer

a) From the Main Menu, click Customers.
b) Click Customer Information.
c) Click General Information.
d) In the Name 1: field click on the drop down menu and change the selection from begins with to contains and enter the Customer name.
e) Click Search. Results will be displayed.

If a Customer does not exist, complete the Create a new customer request form and submit to Financial Services to action.

NOTE: When completing an Invoice Request advise the Customer Number and Location Number (for the corresponding address) as this ensures the invoice is sent to the correct address/section.
2.2. Has the customer paid an invoice?

a) From the Main Menu, click Accounts Receivable.
b) Click Customer Accounts.
c) Click Item Information.
d) Click Item List.
e) In the Unit: field confirm or enter Business Unit number.
f) In the Customer: field enter Customer ID number (refer Search for a customer) or click on magnifying glass icon to search by Name.
g) Within the Status: field click on the drop down menu and select All (this ensures all information is displayed).
h) Click Search. Results will be displayed.

**TIP:** To see all outstanding invoices for a Business Unit enter only the business unit number in the Unit: field (no Customer number to be entered).

**NOTE:** The Item number is the invoice number.
From the results, if there is a dollar value in the Item Balance column the invoice has not been paid. If there is no balance, click on the Item number hyperlink (invoice number), for transaction details/history to be displayed.

a) Click the Item Activity tab and refer to Payment ID:. Payment ID descriptions are as follows:
   - 1/1 – Receipt through Cashier (Cheque, Visa, MasterCard. Diners and AMEX not accepted).
   - B/S – Electronic Funds Transfer to UWA Bank Account.

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NOTE: If Maintenance is indicated next to Payment ID: – a credit note has been raised and the invoice has been cancelled. Click on the hyperlink for details.

TIP: To refine the search, click on the Advanced Search tab and enter the invoice number in the Item ID: or Invoice: field under the Reference Data header. Once entered, click Search which will return to the Item List page where the results will be displayed.
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2.3. Search for an invoice

a) From the Main Menu, click Billing.
b) Click Review Billing Information.
c) Click Summary.
d) In the Business Unit: field confirm or enter Business Unit Number.
e) In the Invoice field: change the drop down menu to contains and enter invoice number (alternatively you can search by Customer number then select the invoice you require from the search results).
f) Click Search. Results will be displayed.

For further information:

a) From the Bill Summary Info tab, click the Header Info 1 hyperlink.
b) Click on the Prev hyperlink under Page Series.

c) Click on the Accounting hyperlink.
The Account Code and Project Grant information will be displayed.

TIP: The Account Code and Project Grant information can also be viewed by navigating from the Main Menu to Billing, Review Billing Information, Review Entries by Invoice – enter or confirm Business Unit: number and enter Invoice: number. Click Search to display results. Refer to the Type column locating Recognised Revenue.

2.4. How do I raise a credit note?

a) Complete Credit Note Request form.
b) Forward completed form to Revenue (M449) for processing.

TIP: A credit note can also be raised to cancel part of an invoice (remember to quote the original invoice number on the paperwork).
2.5. Reprinting an invoice

a) From the Main Menu, click Accounts Receivable.
b) Click Customer Accounts.
c) Click Item Information.
d) Click Item List.
e) In the Unit: field confirm or enter Business Unit number and in the Customer: field enter the Customer ID.
f) Click Search. Results will be displayed.
g) Tick the box in the Select column next to the invoice to be reprinted.

h) In the Item Action field change the drop down menu to Reprint Invoices.
i) Click GO.

j) From the Invoice Reprint Overrides screen, remove the content within the Custom Label: field (this must be blank or it will appear on the invoice).
k) Click OK.
l) Click OK to the Message, confirming ‘Successful – Process Instance = (relevant number)’. 
m) From the Main Menu navigate to UWA Reports, Report Manager.
n) Click on the hyperlink BI_PRNXPN01 – B1_PRNXPN01.pdf from the Description column to retrieve the invoice and print.

Alternate reprint option:

a) From the Main Menu, click Billing.
b) Click Generate Invoices.
c) Click Non-Consolidated.
d) Click Reprint Invoices.
e) Enter or Search for a Run Control ID (If no Run Control ID is available, click on the Add a New Value tab, name the report and click Add. Click Save as this will save the Run Control ID for future use).
f) In the From Business Unit and To Business Unit field confirm or enter Business Unit number.
g) In the From Invoice and To Invoice enter the invoice number to be reprinted (note a range of invoices can be reprinted at once; confirm invoices to be printed by clicking on the Bills To Be Processed icon). 
h) Click Run.
i) From the Process Scheduler Request screen, click OK. This will queue the invoice to be printed. Close the queued window (if this doesn’t appear, ensure your pop-ups are enabled).

![Process Scheduler Request](image)

j) Click the Report Manager hyperlink.

![Report Manager](image)

k) From the UWA Report Manager, click on the hyperlink BI_PRNxPN01 – BI_PRNxPN01.pdf to view and print the invoice.

![UWA Report Manager](image)
2.6. Run a report of outstanding invoices for a Business Unit (aged receivables)

a) From the Main Menu, click UWA Reports.

b) Click Accounts Receivable.

c) Click UWA Analyst Sales/Details.

d) Enter or Search for a Run Control ID (If using for the first time click on the Add a New Value tab, name the report and click Add).

e) Confirm or enter the business unit number in the Unit: field and select DEBTOR in the Credit Analyst: field, click Save as this will save the Run Control ID for future use.

f) Click Run.

g) From the Process Scheduler Request screen ensure the Description AR Credit Analyst and/or Sales is selected.

h) Click OK.
i) Click the Report Manager hyperlink.

![Image of Report Manager interface]

j) From the UWA Report Manager, locate the report to be printed (click Refresh until the Status indicates Posted), click on the Description hyperlink to view and print the report.

![Image of Report Manager results]

Results will be displayed:

![Image of printed report results]
3 Training and development

PeopleSoft workshop materials are available on the Financial Services website, located under the relevant header, Professional Development (E.g. Accounts payable/Professional Development).

Frequently asked questions and answers can be found by using askUWA FAQs. (http://staff.ask.uwa.edu.au/). If the answer you are seeking is not available within an askUWA FAQ please click on the “Ask a Question” button and one of our Client Service team members will get back to you with an answer to your query.

3.2. PeopleSoft Help – User Productivity Kit (UPK)
The User Productivity Kit or UPK is a web-based training tool. It’s an interactive learning environment that portrays a simulated PeopleSoft environment. You learn by performing the task yourself and the UPK provides instructions as you go. It’s like working on the real system with the added feature of being guided through the tasks. A table of contents is used to display all the available training topics.

When logged into PeopleSoft, click the Hyperlink, Help (top right hand corner), click OnDemand, then Search for the topic required e.g. Vendor. Click on the mode required being See It, Try It, Know It and Do It and follow the directions.

3.3. OSDS
Various workshops are available for further PeopleSoft training. For a full listing of workshops and to enrol, log onto the Human Resources website, www.hr.uwa.edu.au/development.

If you have any questions regarding the workshops, contact Client Services on 6488 8777 or raise an incident/Ask a Question by using askUWA, http://staff.ask.uwa.edu.au/app/ask/list.